

Inom

Training Courses

2017

For further information or to book: contact Di Greasley
Email: di.greasley@inom.co.uk
Telephone: 01892 669775
or go to our website and complete a booking form
<http://www.inom.co.uk/Inom-Training/Booking-form-and-details>
and email to Di Greasley as above

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"Effective Time and Workload Management" Seminar

One of the biggest personal challenges managers have to deal with
Join us for a 2 hour seminar and discover some tips to address the issues of time and workload management

Designed for managers, this fast moving and entertaining seminar will look at one of the biggest personal challenges facing managers on a day-to-day basis.

We cannot control time, only what we do with it! Time management pressures are often the symptom, not the problem!

This seminar will be fun and entertaining whilst allowing people to think about their own priorities and workload issues. It provides excellent value at £75* plus VAT per person.

Come along and pick up some great ideas that you can easily apply in your workplace.

Dates for 2017:

1 x 2 hour training session

Dartford – February 28th

Tunbridge Wells – March 28th

Guildford – April 25th

Basingstoke – June 6th

**London – October 31st **

Hickstead – December 5th

8.30am – 10.30am

Cost per seminar: £75 plus VAT per person

**London only **

9.30am – 11.30am

Cost per seminar: £95 plus VAT per person

This seminar is 2 CPD hours

"Effective time and workload management"

This seminar covers the following issues:

- Neglecting important work or turning out work of a lesser standard than you would wish
- Fire-fighting all day
- Leaving work with more on your to-do list than when you started
- Not having enough hours in the day
- Not spending adequate time with your people
- Feeling that you are letting people down
- Fixing other people's problems, without having time to deal with your own priorities
- Being flooded with emails
- Finding it is "quicker to do it myself"
- Losing track of your responsibilities and goals in the pile of things to do
- Juggling personal and business priorities

COMMENTS FROM PREVIOUS ATTENDEES:

"Great workshop- exceeded my expectations!"

"Simple, practical advice- thank you."

"Invaluable- I am going to take charge of my own time for the first time in years."

"Enjoyed it!"

"This seminar will really help me prioritise my time."

"Enjoyed the seminar very much! Took copious notes and am looking forward to all the extra time that I'm going to generate."

For further information or to book a place:

Contact: Di Greasley Telephone: 01892 669775

Email: di.greasley@inom.co.uk

(Note: If required this course can be run as an internal programme within your organisation. Contact us for details)

“Creating the Right Culture for your Organisation” Seminar

Do you want to improve business results by getting more from your people?
Join us for this 2 hour seminar focused on the importance of the organisation culture in improving motivation and performance and developing a team ethos

Designed for senior managers, this seminar will look at how organisation culture can have a direct impact on the motivation and performance of your people.

It will enable you to look at your culture and identify areas where you could look at improvements in order to get people working more effectively.

This seminar will be fun and entertaining whilst allowing people to think about management and leadership. If you are looking to increase the effectiveness of your people and teams it is a must! It provides excellent value at £75* plus VAT per person.

Come along and pick up some great ideas that you can easily apply in your work place.

Dates for 2017:

1 x 2 hour training session

Dartford – February 28th

Tunbridge Wells – March 28th

Guildford – April 25th

Basingstoke – June 6th

**London – October 31st **

Hickstead – December 5th

11.00am – 1.00pm

Cost per seminar: £75 plus VAT per person

**London only **

12.00pm – 2.00pm

Cost per seminar: £95 plus VAT per person

Cost per seminar: £75 plus VAT per person

“Creating the right culture to get people working more effectively”

The seminar will look at the following areas:

- How to assess the current strengths and weaknesses of your current culture
- Important areas to consider:
 - Teamwork
 - Communication
 - Decision making
 - Commercial awareness
 - Resolving conflict
 - Managing performance and change
- Examples of other corporate cultures and how/if they are relevant to you
- Actions to take to improve your culture

For an investment of just 2 hours of your time and only £75 plus VAT per person, why not come along and pick up a few tips that could transform how you decide to run your team/organisation?*

Many organisations are looking to improve the performance of their staff but when senior managers do not devote enough time to the culture of the organisation many middle managers quickly fail in their efforts to improve performance and have a stressful time managing their people.

It doesn't have to be like that – managing other people can be fun and rewarding; come along and see.

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“Fundamental Management & Supervisory Skills” Programme

Would you like a better motivated and performing team; at the same time freeing up some of your time and workload?

Join us for this 2 morning programme to ensure your staff deliver exactly what you need for the business

When people are promoted into a management or supervisory position the skills required to successfully supervise people are not normally skills they have used in their previous role. Consequently many managers/supervisors can lack confidence because they are not sure how to best resolve the management issues they are faced with. Often they have to learn on the job and this can result in a number of “crashes” before they learn by trial and error the best way of dealing with their team. Sometimes there is considerable fallout to a business and to individuals if the supervisor/manager does not deal with the people issues appropriately.

Also times are changing rapidly for managers. Additional responsibilities, growing workloads, higher expectations from everyone, plus increased pressure to perform at a higher level are commonplace. Often this has to be achieved in less time, and with lower budgets and resources than ever before.

This programme provides managers with an opportunity to step back from the day-to-day pressures and look at how to develop their people into a skilled and motivated team, think about the way they manage and receive some invaluable coaching in a safe and friendly environment.

This programme is about practical techniques that can be immediately applied back in the workplace.

Dates for 2017:

2 x morning training sessions (9.00am – 12.30pm)

27th January & 3rd February Tunbridge Wells

5th May & 12th May Guildford

6th July & 13th July Hickstead
(nr Burgess Hill)

22nd September & 29th September Dartford

1st December & 8th December Basingstoke

Cost: £395 plus VAT per person

This course is 7 CPD hours

Develop the fundamental skills of managing people

- Generate enthusiasm and motivation within your team
- Communicate effectively with your people
- Improve your delegation skills
- Monitor work requirements
- Deal with poor performance
- Feel confident in your role

COMMENTS FROM PREVIOUS ATTENDEES

“I would recommend the course, it is very well structured, clear and relevant.”

“The training showed me new ways to deal with people, how to motivate them and how we can work better together.”

“Very beneficial, makes you take a step back and look at the bigger picture to be able to achieve your goals.”

“It made me revisit my management style.”

“Valuable insight into the principles of good management with ‘real life’ scenarios.”

“It was insightful and gave me loads to think about to apply within my team. Very useful and gave me the skills to put into practice.”

“I lack people skills and have learnt so much! Well delivered, informative and fun.”

“Helps you to understand how employees see you, also how to get the most from them.”

“Gave me an insight into how I need to be seen by my staff and how to get the best from them. All issues discussed have relevance to the real world with no unnecessary ‘management’ talk.”

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"Managing Remote Workers"

Do you have the challenge of managing your workers based in different offices, at home or abroad?

Join us for this half day practical course concentrating on techniques to effectively manage remote workers

Many managers now find themselves managing staff who work in different locations. The staff may be home workers, they may be out on the road or based at a different location, sometimes abroad and even across different time zones. Some managers have to manage a completely distributed team with all the team members in different places.

When managing remote staff instead of "eyeball management" managers need to be able to focus on "results management". They need to make accountabilities very clear and then keep track of progress.

It is very easy for remote workers to feel isolated and "unloved" and as well as setting and monitoring very clear performance standards the managers need to keep staff motivated and make them feel part of the team.

This course looks at some tips and techniques for managers to get the best performance out of the remote workers they manage. It gives managers an opportunity to step back from the day-to-day pressures and look at how to develop their remote people into a skilled and motivated team.

This course is about practical techniques that can be immediately applied back in the workplace.

Dates for 2017:

1 x morning training session

20 th July	9.00am – 1.00pm	Guildford
19 th December	9.00am – 1.00pm	Tunbridge Wells

Cost: £195 plus VAT per person

This course is 4 CPD hours

The course will cover tips and techniques for managing remote people including:

- Choosing and recruiting the right people for remote working
- Setting key milestones, tracking progress and getting measureable results
- Understanding the importance of setting up a management control system to track progress – rather than trying to control everything by email
- Communicating effectively and in the most appropriate way
- Agreeing standards of behaviour and performance including the ethics and values
- Making expectations clear
- Ensuring accountability is clear
- Understanding the importance of regular 1 – 1s and how to run these effectively
- Building team spirit with other workers
- The need for standardised procedures
- Making time to get to know them
- Developing their skills
- Dealing with poor performance
- Using technology to help

COMMENTS FROM PREVIOUS ATTENDEES:

"I've been managing remote draughtsmen for 8 years just doing my best, this course 8 years ago would have saved me a lot of time."

"Given me clear areas to focus on to improve relationship/performance of remote workers"

"I wish I'd been on this course when I first started managing remote workers"

"Gave a fresh perspective to a role I have carried out for many years"

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(Note: If required this course can be run as an internal programme within your organisation. Contact us for details)

"Coaching skills for managers"

Do you coach and develop your team effectively?

Join us for this half day practical course to ensure that your team are constantly learning and improving and to make sure you plan for succession within the department

COACHING SKILLS FOR MANAGERS

Part of a manager's role is to train and develop those people who work for you. Manager's should be developing their staff, developing successors and enabling staff to improve. A good manager can act as a coach for their staff rather than just a teacher or a dictator.

Managers who act as coaches empower people and give them the tools and personal skills so they can feel confident in themselves and make the right decisions.

It is in the company's interest and individual's interest to improve personal effectiveness at work. Also by having coaching skills managers can themselves be more effective, more influential and personally more confident.

This course is aimed at managers who want to start using coaching skills in their management role.

This course is about practical techniques that can be immediately applied back in the workplace and there will be an opportunity to practice the techniques during the course.

Dates for 2017:

1 x morning training session

21 st July	9.00am – 1.00pm	Guildford
15 th December	9.00am – 1.00pm	Tunbridge Wells

Cost: £195 plus VAT per person

This course is 4 CPD hours

COURSE OUTLINE

- Understanding the role of the coach and the difference between coach, mentor and supervisor/manager.
- Understanding the skills of a coach including: listening, questioning and building a coaching relationship.
- A structure to use for coaching using the GROW model.
- Awareness of the principles of good coaching:
 - Coachee focused
 - Non-judgmental
 - Solutions and responsibility is with coachee
 - Coach controls process not content
 - Forward looking, focused, goal driven and results orientated
- How to make the coaching action orientated.
- Examples of good coaching questions.

COMMENTS FROM PREVIOUS ATTENDEES

"The course provides both the theory and practical elements of coaching employees to get the best from them."

"Attendance is a must if you're a new/experienced manager."

"It has enabled me to revisit a set of skills and see how I can work to improve further. It was an excellent course, well delivered and I will take a lot of information to put into practice away."

"Provides an insight to effective coaching and principles and provided excellent tools to use. Very worthwhile and would benefit all managers in some respect."

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(Note: If required this course can be run as an internal programme within your organisation. Contact us for details)

"Handling Staff Appraisals"

Could you approach appraisals more positively and more effectively?
Join us for this half day practical course to ensure that your appraisals maximise performance and improve the motivation within the team

IMPROVE PERFORMANCE, MOTIVATE YOUR STAFF AND DEVELOP YOUR TEAM.

Staff appraisals should improve performance and help motivate and develop the staff. And yet many managers and staff regard them as nothing more than a bureaucratic waste of time.

The single most important factor in completing a successful appraisal is how the manager conducts the appraisal. How the appraisal is handled by the manager will to a large extent determine the value of the appraisal and how the appraisal process is viewed by the staff.

Appraisals can be conducted in a way that makes them a motivating experience for the manager and the staff, even when there are difficult issues to be discussed.

This session provides managers with an opportunity to step back from the day-to-day pressures and look at how to conduct successful staff appraisals that improve performance and motivate their staff.

This training is suitable for both:

- new managers who are conducting appraisals for the first time *and*
- more experienced managers who are used to conducting appraisals but want to make them more effective.

This course is about practical techniques that can be immediately applied back in the workplace.

Dates for 2017:

1 x morning training session

24th February 9.00am - 1.00pm Tunbridge Wells

8th September 9.00am - 1.00pm Guildford

Cost: £195 plus VAT per person

This course is 4 CPD hours

"Handling staff appraisals"

This training looks at how to conduct a successful staff appraisal. It covers practical techniques to use when preparing and conducting an appraisal and looks at how to make it positive for both appraiser and appraisee.

The session covers:

- Understanding what an effective appraisal is and its worth to the organisation
- Recognising the value and importance of the motivational aspects of conducting appraisals
- How to prepare for an appraisal
- Conducting the meeting with the right approach
- Getting the appraisee to contribute positively
- Reviewing and measuring performance
- Dealing with performance issues
- Setting objectives
- Establishing development needs
- Getting agreement
- Follow up after the meeting
- Using information from the appraisal to go forward

COMMENTS FROM PREVIOUS ATTENDEES:

"You will look forward to the appraisal process after attending this workshop"

"A good, concise overview of what you need to know as a manager"

"Inspiring!!" "It has enabled me to evaluate the appraisal process and realise its potential"

"The presenter was knowledgeable and with a background in industry was able to advise on a number of issues"

"Do this course for the benefit of your staff and team motivation. It has greatly improved my confidence in running appraisals"

"Great positive course with clear direction on the importance and value of a good appraisal system"

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(Note: If required this course can be run as an internal programme within your organisation. Contact us for details)

"Make Yourself More Influential at Work"

Would you benefit from being more influential with your team, peers, managers, customers, or suppliers?

Join us for this half day practical course concentrating on techniques to develop your personal style to help you have more impact and be more influential in the workplace

IMPROVE YOUR PERFORMANCE AND YOUR PERSONAL IMPACT AT WORK

Managers, professionals and staff need to influence people who work for them and equally importantly those who do not. They need to strongly influence what people do and they need to effectively communicate and make things happen, rather than just be buffeted along and meekly accept what others are saying.

They need to be able to put forward their opinions and get the results that they need without being overly aggressive. They need to effectively influence people to come round to their way of thinking.

This training is suitable for:

- Anyone who needs to influence staff or management and wants to discover some techniques to make themselves more influential.
- People who currently come across as aggressive when trying to influence others or those who are too submissive in putting forward their ideas.
- Managers who want to win the "hearts and minds" of their staff rather than just telling them what to do.
- Those who have to get things done in the workplace without having direct managerial control over the staff.

This course is about practical techniques that can be immediately applied back in the workplace.

Dates for 2017:

1 x morning training session

16th March 9.00am – 1.00pm Guildford

15th September 9.00am – 1.00pm Tunbridge Wells

Cost: £195 plus VAT per person

This course is 4 CPD hours

"Make yourself more influential at work"

This training looks at techniques to make you more influential in the work environment. It covers practical techniques to use and apply.

The session covers:

- The 7 basic principles of influencing and what this means in reality in the workplace
- The different methods of communication and their relative impact
- How to increase your influence and impact (what you say and how you say it)
- The importance of office politics and networking
- How to build rapport with others
- How to influence different personalities and how to adapt your style to get maximum effect
- Some new tips discovered from psychological studies
- A technique to handle a challenging conversation or meeting
- How to be assertive rather than aggressive or submissive

COMMENTS FROM PREVIOUS ATTENDEES:

"Excellent way to concisely learn the principles of how best to achieve influencing others."

"Excellent! I'd recommend it to anyone. The most useful course I've been on so far"

"Another valuable tool in the box for my management career"

"Great skills that can be easily adopted and put into practice in the workplace."

"Thought provoking. Can't wait to try it!"

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Contact: Di Greasley Telephone: 01892 669775
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(Note: If required this course can be run as an internal programme within your organisation. Contact us for details)

"Interviewing With Success"

Have you ever considered the amount of time taken and cost involved in selecting the "wrong" candidate?

Join us for this half day practical course to maximise the chances of getting the right person for the job

IMPROVE YOUR INTERVIEW TECHNIQUE

Interviewing for new staff is fraught with difficulties. You only have a short period of time to find the right candidate for the role. Most candidates are trying to "sell" themselves and it can be very costly if you employ the wrong person.

It can be equally time consuming and costly if you find yourself on the end of a discrimination case.

Many interviewers rely on "gut feel" when interviewing for new staff. However there are various techniques that they can use to increase the chances of employing the most appropriate person for the role. There are also various things that interviewers must do and must not do to make sure they cannot be accused of discrimination.

This session provides managers with an opportunity to step back from the day-to-day pressures and look at how to conduct successful interviews for new staff.

Interviews can be a daunting experience for the interviewer as well as the interviewee. This training looks at techniques to help managers feel comfortable doing interviews and to get the best result.

This training is suitable for both:

- new managers who are conducting interviews for the first time *and*
- more experienced managers who are used to conducting interviews but want to make them more effective.

This course is about practical techniques that can be immediately applied back in the workplace.

Dates for 2017:

1 x morning training session

26 th April	9.00am – 1.00pm	Guildford
6 th October	9.00am – 1.00pm	Tunbridge Wells

Cost: £195 plus VAT per person

This course is 4 CPD hours

"Interviewing with success"

This training looks at how to conduct a successful interview. It covers practical techniques to use when preparing and conducting an interview and looks at how to maximise your chances of getting the most appropriate person for the role.

The session covers:

- The importance of preparation and planning
- Understanding the difference between the job specification and the person specification
- Preparing the person specification
- Understanding what to look for in a CV or application
- Structuring the interview and asking better questions
- How and why to make it a two-way conversation
- How to get beneath the veneer that the candidate is presenting
- An awareness of the legislation
- How to demonstrate that you have not unfairly discriminated against anyone
- Documenting the interview
- How to conclude the interview process

COMMENTS FROM PREVIOUS ATTENDEES:

"Good practical advice with interaction with others. Take the time to come - excellent"

"As an MD it covered corporate responsibility such as audit trail, discrimination which was very useful"

"I have acquired the skills to take the lead and what I have learned today has been interesting, relevant and valuable"

"It will help me to plan, structure and undertake interviews in a much more consistent fashion"

"If you need to improve your interviewing skills, get booked in!"

For further information or to book a place:

Contact: Di Greasley Telephone: 01892 669775
Email: di.greasley@inom.co.uk

(Note: If required this course can be run as an internal programme within your organisation. Contact us for details)

"Managing Projects Successfully"

Have you ever had any formal project management training?

Join us for this half day practical course to help those who are expected to manage projects often in addition to their day jobs!

IMPROVE THE PROJECT MANAGEMENT DISCIPLINES AND TECHNIQUES OF MANAGERS AND STAFF.

Many managers and staff who have never received any project management training are given projects to manage, often in addition to their day job.

Managing a project can be significantly different from managing day to day work and it is hardly surprising that many managers struggle to deliver projects on time and within budget.

This session provides attendees with an understanding of the skills and techniques needed in order to manage successful projects. It gives attendees an understanding of why projects are different and the disciplines that need to be followed so that achieving the deadline, costs and quality become a matter of planning rather than a matter of chance.

This training is aimed at:

- Managers and staff who have to, or will have to run projects (often in addition to other work).
- People who need to have an understanding of project management disciplines, tools and techniques that can be applied to increase the chances of a successful project.

This training is not aimed at professional project managers running large multi million pound projects

This course is about practical techniques that can be immediately applied back in the workplace.

Dates for 2017:

1 x morning training session

23rd May 9.00am – 1.00pm Tunbridge Wells

30th November 9.00am – 1.00pm Guildford

Cost: £195 plus VAT per person

This course is 4 CPD hours

"Managing projects successfully"

This training looks at how to manage projects. It covers the process from building a business case right through to project closure. It introduces the attendees to disciplines and techniques that they can use to help deliver projects to time, cost and quality:

The session covers:

- Building a business case and establishing the need
- Creating the right project organisation and understanding the politics involved in managing projects
- Understanding the role of the project sponsor and the role of the project manager
- The importance of communication
- The need to benchmark and agree the scope
- The need to break down a project into manageable milestones, phases and tasks
- Identifying and managing issues and risks
- The importance of change control
- Working and negotiating with third parties
- Project planning
- Project tracking and progress reporting
- Managing the project budget
- The importance of project handover and closure

COMMENTS FROM PREVIOUS ATTENDEES:

"Go on this course, you will gain an understanding of things you have never considered before. You won't be disappointed"

"A good basic course for the principles of project management – well presented and clear"

"Helpful overview and summary of main points to think of when carrying out projects. Clear pointers and highlighted potential problem areas"

"Clarified and presented the key concepts in a logical and understandable way, stretched the web of information into a clear narrative. I now have a more structured understanding of the concepts I was generally aware of"

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Contact: Di Greasley Telephone: 01892 669775
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(Note: If required this course can be run as an internal programme within your organisation. Contact us for details)

"Running effective meetings"

Have you ever considered exactly how effective your meetings are?

Join us for this half day practical course to dramatically increase the productivity of meetings and make them a more positive experience for all

IMPROVE THE EFFECTIVENESS OF YOUR MEETINGS

Many hours of time are wasted in meetings because:

- People are not listening to each other
- People talk over other people
- Actions are not agreed and completed
- The chairperson does not keep adequate control
- The participants are not correctly focused
- People are not concise
- Ego 's get in the way of decision making

Many people attend and chair meetings and they have never received any training on how to behave and how to run effective meetings. This often leads to problem meeting behaviour

If meetings are properly chaired you can:

- Dramatically increase the productivity of meetings
- Reduce the number of meetings
- Reduced the time they take
- Make them a positive experience that builds team spirit and enhances team working.

This course is aimed at staff who chair meetings and people who want to become more effective in meetings

This course is about practical techniques that can be immediately applied back in the workplace.

Dates for 2017:

1 x morning training session

18th May 9.00am – 1.00pm Tunbridge Wells

Cost: £195 plus VAT per person

This course is 4 CPD hours

"Running effective meetings"

This training looks at how to run effective meetings, how to make them action orientated and get the best out of all the attendees.

The session covers:

- The 10 truths of business meetings
- The roles of chairperson, minute taker and participant
- The importance of adequate preparation
- Creating agendas
- How to conduct the meeting
- Identifying types of problem behaviour:
 - Arrives late
 - Talks too much
 - Does not talk
 - Challengers
 - Complainers
 - Long winded
 - Side conversations
 - Side trackers
 - Meetings overrun
- How to deal with poor meeting behaviours
- Getting action points agreed
- Some techniques for making decisions in meetings and getting consensus
- Producing minutes and tracking the action points

COMMENTS FROM PREVIOUS ATTENDEES:

"It is a very worthwhile course that will help to solve problems you may have in running meetings"

"Good insight into different ways to control and organise meetings. You certainly won't regret coming on this course"

"Very informative, helps to bring more focus"

"Gave direct useful tools. It makes you think of the role you play in meetings"

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(Note: If required this course can be run as an internal programme within your organisation. Contact us for details)

"Online Management Training Courses"

A superb and cost effective way of delivering management training
*30 hours of management training at a time and place to suit you with access to a trainer
and to include assessments if required*

IMPROVE MANAGEMENT PERFORMANCE

Managers and supervisors need to get their teams delivering for the business. Many managers have never received any formal management training and they struggle to improve the performance of their staff and teams.

In today's environment there is considerable pressure on time and money and not all organisations can afford the time or the cost of sending their managers away on training courses. This is where Inom Online can help.

Inom Online consists of:

- Over 10 separate management training courses.
- Access to a trainer for any questions, either during the training or when trying to apply it in the real world.
- A knowledgebase of other information and questions asked.
- If required there are assessments to confirm that learning has taken place.
- The ability to brand the website for your organisation.
- The ability to add bespoke courses for your organisation.

All the courses are about practical techniques that can be immediately applied back in the workplace.

Cost

Costs range from £200 to £395 per person depending on the number of users and the functionality that you want. Contact us for further information and costings for branding and designing bespoke courses.

This online training is 30 CPD hours

Visit www.inom.co.uk for a demonstration

"Providing managers with management skills"

This training looks at techniques to make managers and supervisors more effective in the work environment. It covers practical techniques to use and apply.

The standard courses available include:

- The role and nature of management
- Effective communication
- Effective delegation
- Dealing with poor performance
- Generating motivation and enthusiasm
- Handling staff appraisals
- Time and workload management
- Influencing skills
- Successful interviewing
- Managing change
- Dealing with conflict

COMMENTS FROM USERS

"Fits in well with my workstyle - I am able to dive in and out of it."

"Well presented and excellent content."

"I love the fact that I can log in wherever I am. For example I will be carrying out quarterly appraisals next week and all it took was 10 minutes at home in front of the TV with my laptop to pick up a few tips and remind myself of the dos and don'ts!"

For further information:

Contact: Di Greasley Telephone: 01892 669775
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"Inom Mentoring Programme for Managers"

Could you do with some personal, impartial, practical advice and time from an experienced mentor?

Scheduled mentoring sessions, online training and unlimited adhoc telephone support

The Inom Mentoring Programme is ideally suited to managers (both new and existing) who want to improve their effectiveness. Rather than being sent on training courses, they will receive mentoring and training in practical management skills from an experienced manager on a one to one basis.

What your organisation gets:

- A manager with improved people management skills and better influencing skills with their peers, suppliers and customers.
- Improved performance from the staff they manage.
- Better motivated teams.

This programme is a minimum of 30 CPD hours

COMMENTS FROM OUR MENTEES:

"I started the Inom mentoring programme earlier this year and I have found it an invaluable asset."

"To have a mentor to guide me through any difficulties or questions, many of which I have raised in the past few months, has been very helpful to me. I can also, if I need to, ring my mentor with any issues or concerns I have and the calmness and professional guidance I have been given is of great value."

"As part of the mentoring programme there are several courses to attend which train you in the whole managerial spectrum and you can also use the online training tool and take the assessments as you go along to see how you are progressing."

"I would highly recommend this mentoring programme."

What the manager on the Inom Mentoring Programme gets:

- The Inom Mentor is an experienced manager providing you with mentoring in a safe and confidential environment. The programme runs for a year and includes telephone meetings, online resources, access to Inom face to face training (if required) and the possibility of meeting other managers on the programme. This equates to more than 40 hours of training and development.
- There are 12 scheduled one to one mentoring sessions (usually held one a month). These sessions are held by telephone and there are online training courses to be completed before the one to one sessions. The mentoring/training topics cover: The role and nature of management - Effective communication - Effective delegation - Dealing with poor performance - Generating motivation and enthusiasm - Handling staff appraisals - Time and workload management - Influencing skills - Successful interviewing - Managing change - Dealing with conflict - Leadership skills.
- You also get unlimited adhoc telephone access to your Inom Mentor to discuss any current management issues you may be concerned about.

Cost:

£195 + VAT per month payable by standing order or
£2,100 + VAT per year (saving 10%)

For further information:

Contact: Di Greasley Telephone: 01892 669775
Email: di.greasley@inom.co.uk

"Improve Your Sales Skills"

Could you benefit from learning some proven sales techniques that will increase your sales for the rest of the year and beyond?

Join us for this half day practical sales course on consultative sales techniques that you can really use to get more business

CONSULTATIVE SALES

This training is about **"Consultative Sales Skills"** and becoming a **"Trusted Advisor"**

Designed for:

- Companies who sell products or services face to face to customers *and*
- Businesses who want something more than the "hard sell"

This workshop will look at some superior sales techniques that can have a direct impact on successfully getting the sale. It will look at a "consultative sales" approach that gets customers to want to buy from you rather than you giving them a "hard sell".

This course is about practical techniques that can be immediately applied back in the workplace.

Dates for 2017:

1 x morning training session

20 th January	9.00am - 1.00pm	Tunbridge Wells
7 th June	9.00am - 1.00pm	Guildford
28 th September	9.00am - 1.00pm	Dartford

Cost: £195 plus VAT per person

This course is 4 CPD hours

"Improve you sales skills"

Areas covered include:

- Generating interest in potential customers
- Building rapport and relationships
- Creating desire in the customer for your product or service
- Getting the customer to want to buy from you rather than elsewhere
- Producing suggestions, proposals and presentations that sell business
- Not producing quotes that people don't move forward with
- Dealing with objections
- Closing the sale

COMMENTS FROM PREVIOUS ATTENDEES:

"If you are looking for a modern sales course this is it!"

"It really makes you think about the approaches taken to build relationships and maximise sales"

"Very helpful and informative. If you sometimes come to dead ends with particular clients, this course is full of handy tips and pointers"

"A very clear and easy to understand course, great examples, very engaging. I've picked up a number of 'new tricks' to help me improve my sales."

"Although I am an experienced salesman, there were still things I could take away from this course."

For further information or to book a place:

Contact: Di Greasley Telephone: 01892 669775
Email: di.greasley@inom.co.uk

(Note: If required this course can be run as an internal programme within your organisation. Contact us for details)

"Successful Cold Calling"

Are you able to make good initial contacts and can you easily get through the gatekeepers?
Join us for this half day practical sales course concentrating on techniques to build relationships on the phone to get that all important appointment or sale

GET MORE BUSINESS FROM YOUR IMPROVED COLD CALLING TECHNIQUE

This workshop looks at telephone techniques used in a consultative sale to build the relationship, to get appointments and make sales.

Consultative sales are all about being seen as a "trusted advisor" rather than a pushy sales person.

Many salespeople do not like making cold calls and they often shy away from doing them.

This workshop is designed for:

- Companies who sell products or services face to face to customers but need to get appointments.
- Businesses who want something more than the "hard sell" when setting appointments or trying to sell over the telephone.
- Individuals who don't like making cold calls

This workshop will look at some techniques for making cold calls effective and for changing the mindset of the people making the calls.

This workshop is about practical techniques that can be immediately applied back in the workplace.

Dates for 2017:

1 x morning training session

4 th May	9.00am – 1.00pm	Guildford
12 th September	9.00am – 1.00pm	Dartford
12 th December	9.00am – 1.00pm	Tunbridge Wells

Cost: £195 plus VAT per person

This course is 4 CPD hours

"Successful cold calling"

Areas covered include:

- Take a different approach to cold calling - you are calling to help the customer.
- How to make the initial contact.
- How to create customer interest.
- Getting through gatekeepers to the decision makers.
- Getting appointments and sales.
- Maintaining the customer relationship.

COMMENTS FROM PREVIOUS ATTENDEES:

"Following a really great short and focused course on "Cold calling" my team and I starting using the insights we have learned, both on telephone calls and emails, and during the first week we have attracted 3 new customers with one asking us to quote on £700K of new business. So it works!"

"Realised at least 3 things that I had not thought of before would have made a difference to the sales outcome"

"Makes you think about the call and how to successfully achieve that aim"

"Very useful if you are going to make cold calls in your business"

"It made me realise that the perception I have of what I say over the phone is not necessarily what other people hear. This course is a good use of your time"

"Made me understand that it is about my customers' issues, not necessarily about what we sell or price"

For further information or to book a place:

Contact: Di Greasley Telephone: 01892 669775
Email: di.greasley@inom.co.uk

(Note: If required this course can be run as an internal programme within your organisation. Contact us for details)

“Presenting With Impact and Using Humour in Business Presentations”

Could you gain from improving your presentation skills to ensure you make your presentations more memorable, get your message across and engage your audience?
Join us for this half day course on practical techniques that you can use on your next, and subsequent, presentations

IMPROVE YOUR PRESENTATION SKILLS AND YOUR PERSONAL IMPACT AT WORK

Many business presentations today are boring and repetitive. Some just consist of the presenter reading from Powerpoint slides, whilst others feature a morass of facts and figures; with others the presenter simply lacks presence and often the audience are mentally dozing off within the first few minutes.

Any business presentation to clients, potential clients or staff is about generating confidence, building trust, creating an impact and influencing their thoughts. These presentations may not be given as an overt sales presentation but when managers are presenting to clients, potential clients or staff, they are normally selling something and it is important that the presentation has the right impact.

This training is suitable for:

- Anyone who makes presentations at work and wants to increase the impact of their presentations.

This course is about practical techniques that can be immediately applied back in the workplace.

THE TRAINER FOR THIS COURSE

This course will be given by Mark Greasley who is an experienced business presenter. He is an accomplished speaker and frequently speaks at seminars and conferences and as a guest speaker for other organisations.

Dates for 2017:

1 x morning training session

10 th March	9.00am - 1.00pm	Tunbridge Wells
30 th June	9.00am - 1.00pm	Guildford

Cost: £195 plus VAT per person

This course is 4 CPD hours

“Presenting with impact and using humour in business presentations”

This training looks at techniques to give your presentations more impact and really get your message across. It covers practical techniques to use and apply when giving presentations.

The session covers:

- The importance of understanding your purpose
- Establishing clarity about your key message
- Avoiding “death by Powerpoint”
- How to create the right first impression
- How the use of words can create impact
- How to use body language to create impact
- How to use vocal variety for interest and emphasis
- The power of emotion, logic and enthusiasm
- How to create and add humour to enhance your presentations
- The use of stories to make an impact

COMMENTS FROM PREVIOUS ATTENDEES:

“Helped me to understand what to avoid and gave me tools and techniques to use to make my presentations more interesting”

“Good reviews and a new approach. A half day very worthwhile”

“Made me conscious of the impact that non-verbal communication has on influencing people that I’m presenting to”

“Simple tips I would never have thought of. Built confidence”

“It is very friendly and will change your outlook on how you deliver presentations”

For further information or to book a place:

Contact: Di Greasley Telephone: 01892 669775
Email: di.greasley@inom.co.uk

(Note: If required this course can be run as an internal programme within your organisation. Contact us for details)

"Effective Customer Service"

Do you achieve excellence in customer service? If not, why not?
Join us for this practical half day training session on effective customer service, instilling a positive attitude to customer service and how to use good customer service to generate more sales

IMPROVE THE CUSTOMER SERVICE DISCIPLINES AND TECHNIQUES OF MANAGERS AND STAFF.

Poor customer service can be very costly for any business. If customers go away feeling they have been treated poorly, they may not be customers again and you can be sure that they will tell other people about their "poor experience" with you.

Any member of staff, from receptionist to MD, can give the customer a "poor experience".

However, good customer service can really enhance your business; it can create customer loyalty, motivate your own staff and can be used to generate more sales.

This session provides attendees with an understanding of the skills and techniques needed in order to deliver good customer service, how to deal with problems and complaints and how to use good customer service to generate more sales.

This training is aimed at:

- Managers and staff who have contact with customers.
- Organisations who want to improve customer service and instil a positive attitude to customer care issues.

This course is about practical techniques that can be immediately applied back in the workplace.

Dates for 2017:

1 x morning training session

24 th March	9.00am – 1.00pm	Tunbridge Wells
17 th November	9.00am – 1.00pm	Guildford

Cost: £195 plus VAT per person

This course is 4 CPD hours

"Effective customer service"

This half day training course looks at what is excellence in customer service and it aims to instil a positive attitude to customer care issues. It also introduces a number of techniques to empathise and deliver a better level of customer service to customers.

The session covers:

- What is excellent customer service at your company
- The importance of first impressions – and how to get them right (and wrong)
- Handling problems and complaints – and how to handle them in a way that can actually make the customer feel good about you and your organisation
- Using good customer service to generate sales

COMMENTS FROM PREVIOUS ATTENDEES:

"I was very impressed by the quality of the training that you delivered. Instructor was very knowledgeable and presents information well, with touches of humour"

"I would like to take this opportunity to thank you for the excellent customer care training that you provided for my staff. They are taking immediate ownership of customer enquiries. I am also delighted to note that they are building on the strong rapport created by identifying opportunities to cross sell once they have resolved the customers' original issues."

"This course improves self awareness and improves one to one customer relationships"

For further information or to book a place:

Contact: Di Greasley Telephone: 01892 669775
Email: di.greasley@inom.co.uk

(Note: If required this course can be run as an internal programme within your organisation. Contact us for details)

"Professional Reception and Switchboard Training"

The first contact that any client, potential client or visitor has with your company is often via switchboard or reception. Are you confident that your staff portrays the image that you require?

Book your switchboard and reception staff on this practical half day training session to ensure they present the right image for your company at all times and are not losing you business

PROFESSIONAL RECEPTION & SWITCHBOARD TRAINING

If reception/switchboard staff are in any way unprofessional, you could be losing business without even knowing! The first person clients and potential clients encounter within your company is crucial to your business.

Designed for:

- Companies who employ receptionists and switchboard operators who deal with potential and existing clients daily in a face to face capacity or over the telephone.
- Businesses that rely on their first point of contact to be professional, to deal with difficult calls and direct calls and messages appropriately and efficiently.

This workshop will look at practical techniques that will directly impact your business. It will look at making that all important first impression and also guide delegates through effectively dealing with a variety of calls and visitors.

This course is about practical techniques that can be immediately applied back in the workplace.

Dates for 2017:

1 x morning training session

23rd June 9.00am - 1.00pm Tunbridge Wells

16th November 9.00am - 1.00pm Guildford

Cost: £195 plus VAT per person

This course is 4 CPD hours

"Professional reception and switchboard training"

This training covers practical techniques to use on the phone and in person to ensure first class customer service. The session covers:

- Understanding the importance of the role of receptionist and switchboard operator
- The importance of portraying your company image (both face to face, and on the phone)
- How to ensure excellent customer service
- Techniques to ensure calls/visits are handled politely, and swiftly in a manner that complements the company image
- How to build rapport and trust with the clients
- Understanding the requirements of the caller/visitor by taking control of the call
- Passing clear and relevant messages on, if appropriate, highlighting the priority of that message
- How to deal with cold calls appropriately
- How to effectively deal with difficult callers/complaints

COMMENTS FROM PREVIOUS ATTENDEES:

"The course was very helpful and enjoyable."

"Very informative and a good refresher of what you know you should already be doing."

"Learnt new things, even after all these years!"

"Makes you look at your job differently."

For further information or to book a place:

Contact: Di Greasley Telephone: 01892 669775
Email: di.greasley@inom.co.uk

(Note: If required this course can be run as an internal programme within your organisation. Contact us for details)

“Inom – bespoke training, tailor-made to your exact requirements”

At Inom we also produce **bespoke** training for our clients in the area of management development, sales skills and customer service skills. Our web site (www.inom.co.uk) shows our philosophy and approach. We strongly believe that how people are managed on a day to day basis by their managers has the largest impact on their motivation and performance and does affect the profitability of an organisation.

Working with organisations who are interested in achieving high performance we also help to create an environment where the managers and staff are enthusiastic and proud about their organisation.

Our training approach is also different. Our training is usually a series of short sharp sessions of only two hours or half a day. A review session is then held with the attendees about two weeks after each training session. These review sessions are used to discuss the actual implementation of the techniques learnt.

For further information or to arrange a meeting to discuss this programme:

Contact: Di Greasley

Telephone: 01892 669775

Email: di.greasley@inom.co.uk

Examples of sessions that can be individually tailored to develop your managers and supervisors are listed below:

- Management style and culture
- Generating enthusiasm & motivation in your team
- Effective delegation
- Interviewing skills
- Communication
- Handling staff appraisals
- Time & workload management
- Written communication & report writing
- Training & developing people
- Leadership
- Dealing with poor performance
- Problem solving, creative thinking & decision making
- Teamwork
- Stress awareness and reduction
- Communication to take control
- Conducting successful meetings
- Presentation skills -basic
- Presentation skills- presenting with impact!
- Presentation skills- presenting with humour
- Change management
- Project planning
- Discrimination, bullying & harassment at work
- Strategic & team workshops